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**QUESTION 1**

A company has multiple processes already documented in their Blueworks Live library. During process discovery on a new process, the business subject matter experts (SMEs) identify a sub- process that is exactly the same as a process already in the Blueworks Live library. How should the BPM analyst capture this requirement in Blueworks Live?

- A. Use the Linked Processes feature to capture the relationship.
- B. Use the Heat Mapping feature to capture the common process flows.
- C. Use the Smart Folder feature to organize both processes in the same folder.
- D. Copy the same Inputs, Outputs, and Participants when defining the new sub-process.

Correct Answer: A

QUESTION 2

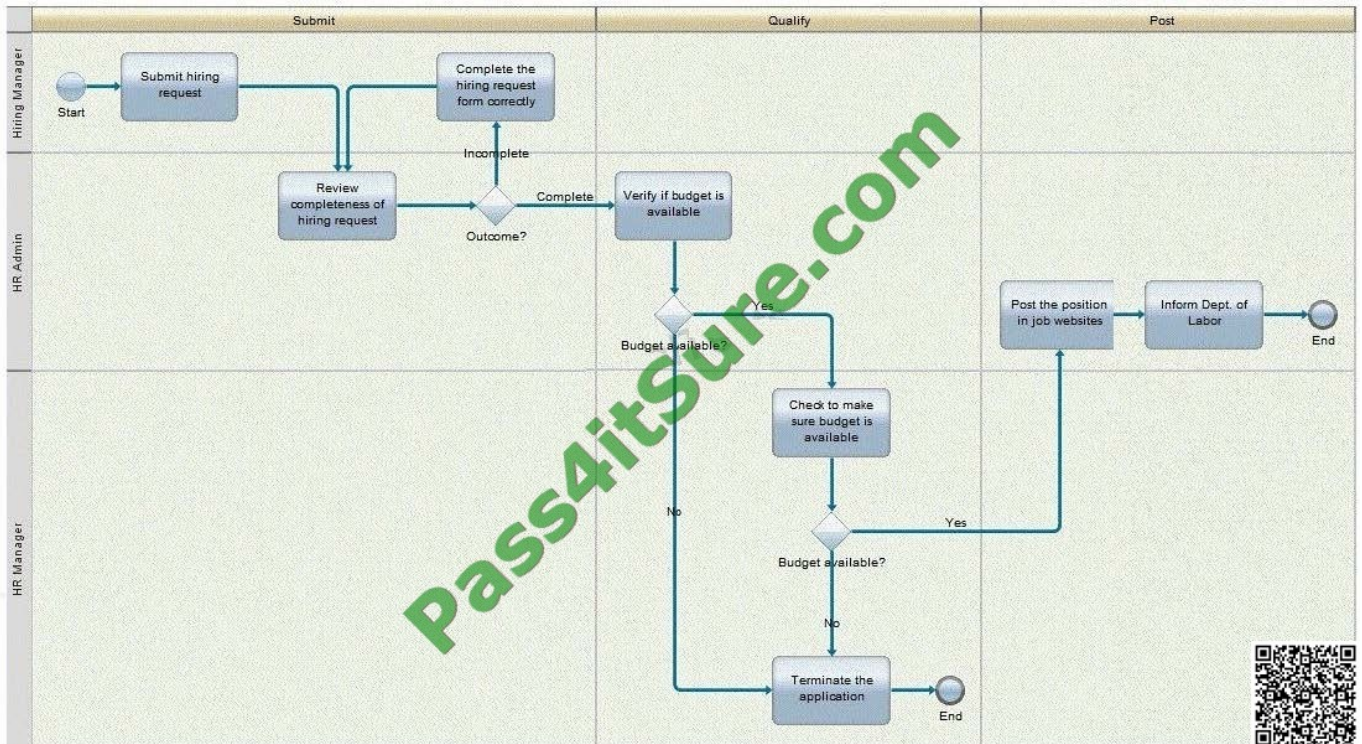
A BPM analyst is documenting process problems during a discovery session. As a problem is raised, what are the two key factors the BPM analyst needs to capture about each problem to be able to prioritize them later?

- A. The solution to the problem.
- B. When the problem first occurred and how often it occurred in each milestone.
- C. Severity and frequency of the problem at the process, milestone, or activity level.
- D. Who is the participant when the problem occurs and what other tasks does that participant complete.

Correct Answer: C

QUESTION 3

A company needs to improve their Hiring Process and hired a BPM analyst to analyze their current process. The analyst completed documenting the current state process of submitting the hiring request (refer to the process diagram below) and did a "Value-Add" Analysis with the process stakeholders.



Identify the "Non-Value Add" activities in this process.

- A. "Inform Dept. of Labor" and "Terminate the application"
- B. "Inform Dept. of Labor" and "Check to make sure budget is available"
- C. "Complete the hiring request form correctly" and "Terminate the application"
- D. "Complete the hiring request form correctly" and "Check to make sure budget is available"

Correct Answer: D

QUESTION 4

The Human Resources department has pre-selected 4 processes as candidates for BPM Implementation. They think all these 4 processes have equal business value. They hire a BPM analyst to identify 1 process for BPM Implementation. What questions must the BPM analyst ask in order to identify a process for implementing BPM.

- A. 1. Does the process change frequently?
- 2. Are tasks being communicated informally through emails and phone calls?
- 3. Does this project have enough IT challenges?
- 4.



Does the process integrate with at least 3 systems?

B. 1. Does the process change frequently?

2.

Are tasks being communicated informally through emails and phone calls?

3.

Is the same data entered multiple times into multiple systems?

4.

Is there poor visibility into process performance?

C. 1. Does the process integrate with at least 3 systems?

2.

Are tasks being communicated informally through emails and phone calls?

3.

Is the same data entered multiple times into multiple systems?

4.

Is there poor visibility into process performance?

D. 1. Is there poor visibility into process performance?

2.

Does the process have ad-hoc events?

3.

Is the same data entered multiple times into multiple systems?

4.

Does this project have enough IT challenges?

Correct Answer: B

QUESTION 5

A new employee just started working with a company and only received their laptop in week 4.

The BPM analyst investigated the cause:

-Equipment was not ordered until week 2

-



The manager did not complete the new hire checklist.

-

The manager did not know how to access the checklist.

-

No one communicated to the manager how to access the checklist.

-

No communication plan for the on-boarding process.

-The root cause of the initial problem was that no one communicated to the manager there was a checklist.

Which tool did the BPM analyst use in order to find out the root cause?

A. 5 Whys

B. 5 Whats

C. 5 Whens

D. 5 Whos

Correct Answer: A

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